**PRACTICE POLICY - ACCESS TO PATIENT ONLINE SERVICES**

* ***Booking And Cancelling Appointments***
* ***Ordering Repeat Prescriptions***
* ***Viewing Medical Records***

1. Our registration process is comprised of two steps;
   1. Application to the practice – to be completed at the practice

And

* 1. Online registration – to be completed online

1. Registration applies to all patients who wish to have access to *patient online services* and includes to:
2. Each patient must bring *IN PERSON* to the surgery;
   1. Photo ID (i.e. passport or driving licence)
   2. Proof of address (i.e. bank or building society statement)
   3. Patients who are unable to supply identification documents can be 'vouched' for by the practice – please contact the practice for further information
3. Read, understand and agree to the conditions of the information leaflet *‘it’s your choice’*
4. Complete, sign and return the application form (in full)
5. When the application process is complete a registration letter will be given to the patient.
   1. The registration letter will only be given to the patient *IN PERSON*. (i.e. The letter will not be given to anyone other than the patient)
6. To complete the registration process the patient will need to register their application online by following the instructions in the letter provided by their practice.
7. When the patient has completed the two step registration, the patient will be able to access the following online services straight away:
   1. Book and cancel appointments
   2. Order *repeat* prescriptions
   3. Access summary medical records

Enhanced medical record will take up-to 28Days depending on GP workload as each record must be reviewed by a clinician.

1. Patients who already have access to book and cancel appointments, order repeat prescriptions and view summary health records will need to re-apply to view their enhanced medical record as detailed in **Point 1**(above). This is to protect and keep ***your*** medical record safe.
2. Patients over 16 can apply for access to some or all online services:
   1. Book and cancel appointments
   2. Order prescriptions*(currently repeat prescriptions only)*
   3. Access summary, partial or enhanced medical records
3. *Please Note:*
   1. All patients will be required to have their own personal email account for online access (i.e. online access cannot be provided to patients who do not have an email account)
   2. If patients share an email *‘pop’* account with someone else, you should be aware that someone else may be able to see your personal information.

**Patient Representatives**

1. Patients over 16 may request to assign a patient representative i.e. a*‘proxy’*’ this means;
   1. A patient over the age of 16 can give written authorisation for a person (i.e. a relative) to apply for online access on their behalf
   2. The Practice may withhold access if it is of the view that the patient authorising the access has not understood the meaning of the authorisation

Please contact the practice for further information.

1. It is not practice policy to provide online access to:
   1. Children under the age of 16
   2. A patient representative (including parents) for children under the age of 16

*(This may change in the future).*

1. Online access may be restricted for patients who have been registered with the practice for less than 3 months from the date of application
2. Patients should be aware of data protection and online security:
   1. It will be the patients responsibility to keep their login details and password safe and secure
   2. If the patient prints out any information from their record, it is also their responsibility to keep this secure.
3. The practice has the right to remove online access to services for anyone that doesnot use them responsibly (i.e. repeatedly does not attend appointments).

**Grounds for refusing disclosure of records**

Patient access to online services is at the discretion of the practice. The practice has the right to limit or refuse access to online services if they are of the view that:

1. Disclosure would be likely to cause serious harm to the physical or mental health of the patient or any other person.
   * 1. If disclosure is refused on this basis, it must be fully documented
2. Where granting access in part or whole, would *not* be in best interests of the patient
3. Where access would disclose information relating to or, provided by a third party who had not consented to the disclosure
4. Each application is reviewed on a case by case basis.

**Important**

If you do not want to register for online services your treatment and your relationship with the practice will **not be** affected at all, you can continue to use all the practice services in exactly the same way as before, and the quality of care you receive will not be affected in any way.